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CHAPTER 04

System Troubleshooting

85 Master MCQs with Explanations

Correct answers ticked & highlighted

9th Class

Computer Science and Entrepreneurship

scholareye.xyz

Section 1: Introduction & Importance of Troubleshooting

Q1

What is the primary goal of system troubleshooting?

- A** To make computers more expensive
- B** To identify problems and find quick solutions to prevent downtime ✓
- C** To permanently delete system files
- D** To increase the complexity of the computer system

Explanation: Troubleshooting is essential for maintaining the smooth operation of computers. Its main purpose is to identify issues and implement quick fixes to avoid reduced productivity and potential damage.

Q2

Which of the following is NOT a benefit of effective troubleshooting?

A Preventing downtime

B Ensuring data integrity

C **Increasing the cost of professional repairs**



D Extending equipment life

Explanation: Effective troubleshooting actually saves money by reducing the need for expensive professional repairs. It prevents downtime, protects data, extends equipment life, and improves overall performance.

Q3

How does troubleshooting contribute to data integrity?

A By deleting old files automatically

B By identifying sources of data corruption and preventing them



C By making the computer run slower

D By hiding data from the user

Explanation: Data integrity means data is accurate and reliable. Troubleshooting helps identify issues like software bugs or hardware failures that corrupt data, ensuring the information stored remains safe and accurate.

Q4 Why is troubleshooting important for security?

A It makes the computer harder to use

B It helps identify vulnerabilities and security breaches for quick action 

C It automatically installs games

D It slows down the internet

Explanation: Computer systems are frequent targets for cyber-attacks. Troubleshooting helps spot vulnerabilities, allowing you to take quick action to protect the confidentiality, integrity, and availability of your data.

Q5

What happens when a computer system experiences "downtime"?

- A The computer runs faster
- B The computer is not operational, leading to lost productivity and revenue** ✓
- C The computer automatically updates
- D The computer enters sleep mode

Explanation: Downtime occurs when a system is not operational. In businesses, this is very costly because employees cannot work, leading to lost productivity and revenue.

Q6

What does the "Tidbits" section compare troubleshooting to?

- A Cooking a meal
- B Detective work**
- C Playing a sport
- D Painting a picture



Explanation: Troubleshooting is compared to being a tech detective. Just like detectives solve mysteries by following clues and gathering evidence, you solve tech problems by investigating symptoms and causes.

Q7

Regular troubleshooting and maintenance help extend equipment life by:

- A Making the computer run hotter
- B Identifying and fixing small issues before they become big problems** ✓
- C Preventing the user from installing new software
- D Increasing the voltage to the components

Explanation: By catching and fixing minor issues early, you prevent unnecessary wear and tear on the system, which significantly extends the lifespan of the equipment.

Section 2: The Systematic Process of Troubleshooting

Q8

What is the very first step in the systematic troubleshooting process?

- A** Establish a theory
- B** Identify the problem ✓
- C** Implement the solution
- D** Document findings

Explanation: The first step is to identify the problem. This means recognizing that something is not working as it should (e.g., pressing the power button and the laptop doesn't turn on).

Q9

After identifying the problem, what is the immediate next step?

A Test the theory

B Establish a theory of probable cause



C Verify full system functionality

D Replace the hardware

Explanation: Once the problem is identified, you must come up with a theory (a guess) about what might be causing it. This involves thinking about what could have gone wrong.

Q10

If your laptop doesn't turn on, and you think the battery is dead, what is this thought process called?

A Implementing the solution

B Establishing a theory of probable cause



C Documenting findings

D Verifying functionality

Explanation: Thinking "the battery might be dead" is establishing a theory of probable cause. It's a hypothesis you will test next.

Q11

How do you "Test the Theory to Determine the Cause"?

A By replacing the motherboard immediately

B By checking if the suspected cause is actually the reason for the problem



C By asking a friend to buy a new computer

D By ignoring the problem

Explanation: Testing the theory means verifying your guess. For example, if you think the battery is dead, you test this by plugging in the power cord to see if the computer turns on.

Q12

What is the purpose of establishing a "Plan of Action"?

A

To decide what steps to take to resolve the issue



B

To ignore the issue and hope it fixes itself

C

To delete all files on the computer

D

To buy a new computer

Explanation: A plan of action outlines the exact steps you will take to fix the problem. For instance, if the battery is dead, your plan might be to replace the battery or keep it plugged in.

Q13

What does "Implement the Solution" mean?

A

Thinking about what might be wrong

B

Putting the plan into action to fix the problem



C

Writing a report about the problem

D

Testing the computer for fun

Explanation: Implementation means doing whatever is necessary to fix the problem. If the plan was to replace the battery, you would now buy and install the new battery.

Q14

After implementing the solution, what is the critical next step?

- A Turn off the computer and walk away
- B Verify full system functionality** ✓
- C Start another troubleshooting process
- D Ignore the user

Explanation: You must check to make sure the problem is fully resolved and the system is working properly again. For example, check if the laptop turns on and operates without needing to be plugged in.

Q15

Why is the final step, "Document Findings, Actions, and Outcomes," so important?

A

It helps you remember what worked and helps others troubleshoot similar problems in the future



B

It is a waste of time

C

It makes the computer run faster

D

It is required by law

Explanation: Documentation is like writing a diary of your adventures. It provides a reference for future issues, making it easier to solve similar problems efficiently.

Q16

According to the "Tidbits", what is sometimes the quickest fix for a computer problem?

- A Replacing the hard drive
- B Restarting it**
- C Calling a professional
- D Reinstalling Windows



Explanation: Restarting the computer is often the quickest fix, compared to giving the computer a nap. Sometimes it just needs a short break to work properly again.

Q17

Which step involves deciding whether to replace the battery or keep the laptop plugged in?

- A Identifying the problem
- B Establishing a plan of action**
- C Verifying functionality
- D Documenting findings



Explanation: Deciding on the course of action (replace vs. keep plugged in) is part of establishing a plan of action to resolve the problem.

Section 3: Troubleshooting Strategies - Software Issues

Q18 What does "Application Freezing" mean?

- A** The application runs too fast
- B** A program stops responding and you cannot use it ✓
- C** The application is deleted automatically
- D** The application changes colors

Explanation: Application freezing is a common software problem where a program stops responding completely, rendering it unusable.

Q19

What is the recommended first step to fix a frozen application?

- A Reinstall Windows
- B Press Ctrl + Alt + Delete to open Task Manager** ✓
- C Restart the router
- D Buy a new computer

Explanation: Pressing Ctrl + Alt + Delete opens the Task Manager, allowing you to find the unresponsive application and force it to close by selecting "End Task."

Q20

If an application keeps freezing even after closing it, what should you consider?

- A Reinstalling the application or checking for updates** ✓
- B Throwing the computer away
- C Ignoring the issue
- D Deleting all your files

Explanation: If the problem persists, the software might be corrupted or outdated. Reinstalling the application or checking for updates are logical next steps.

Q21 What are "Peripherals"?

A Internal computer chips

B External devices like keyboards, mice, and printers



C Software applications

D Internet browsers

Explanation: Peripherals are external devices that connect to the computer to provide additional functionality, such as input (keyboard/mouse) or output (printer).

Q22 What is a common cause of unresponsive peripherals?

A The computer is too fast

B Loose connections or missing drivers



C Too much RAM

D The monitor is too big

Explanation: Peripherals often stop responding due to loose cables or outdated/missing drivers. Checking connections and updating drivers usually resolves this.

Q23

How can restarting a computer fix many software issues?

A

It clears the memory and stops background processes



B

It deletes all viruses permanently

C

It upgrades the hardware

D

It changes the operating system

Explanation: Restarting clears the system's memory (RAM), stops background processes that might be conflicting, and gives the system a fresh start.

Q24

According to the textbook, restarting a computer can fix up to what percentage of software issues?

- A 10%
- B 25%
- C 50%
- D 100%



Explanation: The "Did You Know?" section states that restarting a computer can fix up to 50% of all software issues because a reboot clears memory and stops conflicting processes.

Q25

When should you use the Power button to forcefully shut down a computer?

- A Every time you turn off the computer
- B Only as a last resort when it's not responding
- C When you want to save time
- D Before installing new software



Explanation: Holding the power button forces a shutdown. This should only be used as a last resort because it can cause data loss if programs are not properly closed.

Section 4: Troubleshooting Strategies - Hardware Issues

Q26

What is a common hardware issue that causes devices to stop working?

- A Too much RAM
- B Loose or disconnected cables** ✓
- C A fast internet connection
- D A large monitor

Explanation: Cable disconnection is a very common hardware issue. Loose cables can interrupt power or data transfer, causing devices to fail.

Q27

What are the symptoms of overheating in a computer?

- A The computer runs faster
- B The computer may slow down, freeze, or shut down unexpectedly** ✓
- C The screen becomes brighter
- D The keyboard stops working

Explanation: Overheating causes the computer to throttle performance (slow down) or suddenly shut down to protect internal components from heat damage.

Q28

What is the solution for proper ventilation to prevent overheating?

A Place the computer in a closed cabinet

B Place it in a well-ventilated area and regularly clean vents/fans ✓

C Cover the computer with a blanket

D Run multiple heavy programs at once

Explanation: Proper ventilation requires placing the computer in an open, well-ventilated area and cleaning dust from vents and fans regularly to ensure efficient cooling.

Q29

Why is cable management important in a workspace?

- A It makes the computer run faster
- B It prevents accidental disconnections and reduces tripping hazards** ✓
- C It increases the computer's storage space
- D It installs antivirus software

Explanation: Good cable management (using ties and labels) keeps cables organized, prevents accidental unplugging, and reduces the risk of tripping over loose wires.

Q30

How can you identify which cable goes to which device easily?

- A** By their color only
- B** By labeling them
- C** By pulling them all out
- D** By guessing



Explanation: Labeling cables is a best practice for cable management. It makes it easy to identify which cable belongs to which device, simplifying troubleshooting.

Q31

What is a common symptom of RAM failure?

- A** The computer runs silently
- B** Frequent system crashes and Blue Screens of Death (BSOD)
- C** The mouse cursor changes color
- D** The printer runs out of ink



Explanation: Faulty RAM causes severe system instability, leading to frequent crashes and the dreaded Blue Screen of Death (BSOD).

Q32

Which built-in tool can be used to check for RAM issues?

A Windows Memory Diagnostic



B Disk Cleanup

C Task Manager

D Device Manager

Explanation: Windows Memory Diagnostic is a built-in tool designed specifically to test RAM for errors. Third-party tools like MemTest86 can also be used.

Q33

What are common signs of a failing hard drive?

A The computer runs too quietly

B Strange noises (like clicking) and frequent crashes



C The monitor is too bright

D The keyboard types too fast

Explanation: Hard drives often make clicking or grinding noises when they are failing. They also cause slow performance, frequent crashes, and corrupted files.

Q34

What does SMART stand for in hard drive diagnostics?

A

Self-Monitoring, Analysis, and Reporting Technology



B

System Memory and Retrieval Tool

C

Software Management and Repair Tool

D

Secure Multi-Access Routing Technology

Explanation: SMART (Self-Monitoring, Analysis, and Reporting Technology) is a monitoring system included in hard drives to detect and report various indicators of reliability.

Q35

Before replacing a hard drive, what is the most important step?

- A** Buy a new monitor
- B** **Back up your data** ✓
- C** Update the BIOS
- D** Clean the keyboard

Explanation: When replacing a hard drive, all data on the old drive will be lost unless it is backed up beforehand. Always back up your data first!

Q36

What should you check before upgrading RAM?

- A** The color of the motherboard
- B** **The type and maximum capacity supported by the motherboard** ✓
- C** The size of the monitor
- D** The speed of the internet

Explanation: Not all RAM is compatible with all motherboards. You must check the motherboard's specifications to determine the correct type and maximum capacity of RAM it supports.

Q37

What is the "Space Saver" tip provided in the text regarding computer storage?

A Buy more hard drives

B **Keep storage clean by deleting unnecessary files**



C Never delete any files

D Store files in the recycle bin

Explanation: The text compares keeping storage clean to making space in your room. Deleting unnecessary files helps the computer run faster, just like a tidy room is easier to navigate.

Section 5: Security and Maintenance

Q38

Why is it important to install operating system updates and software patches?

- A To change the look of the desktop
- B To protect against vulnerabilities and ensure optimal performance** ✓
- C To make the computer run slower
- D To install new games

Explanation: Updates and patches fix security holes (vulnerabilities) and bugs. Installing them is essential for protecting your computer from threats and ensuring it runs smoothly.

Q39 How do you resolve a software conflict?**A** Ignore it**B** Identify and uninstall conflicting software, or check for compatibility issues**C** Reinstall Windows immediately**D** Buy a new computer

Explanation: If two applications are causing system instability, identifying the conflict, uninstalling one, or updating both to the latest versions can resolve the issue.

Q40

What was the WannaCry ransomware attack used as an example of?

A

The importance of updating operating systems to patch vulnerabilities

**B**

How to create a virus

C

The dangers of using cloud storage

D

The benefits of strong passwords

Explanation: The WannaCry attack exploited a vulnerability in older Windows systems. This highlights the critical importance of applying security updates to prevent hackers from exploiting known flaws.

Q41

What is the purpose of antivirus software?

A

To speed up the computer

B

To scan for and remove malware

**C**

To create documents

D

To manage passwords

Explanation: Antivirus software is designed to detect, quarantine, and remove malicious software (malware) that can slow down the computer or steal data.

Q42

Which of the following is an example of a strong password?

A password123

B 123456

C **P@ssw0rd!2023**



D myname

Explanation: A strong password uses a combination of upper and lower case letters, numbers, and special characters (like _, %, \$, &, *, @). It should be changed regularly.

Q43

What is the benefit of using a password manager?

A It creates weak passwords

B **It helps keep track of strong, unique passwords**



C It shares your passwords with everyone

D It deletes your passwords

Explanation: A password manager is a tool that securely stores and organizes your passwords, allowing you to use complex, unique passwords for every account without having to memorize them all.

Q44 What does malware do to a computer?

- A** It improves system performance
- B** It can slow down the computer or steal data ✓
- C** It cleans the hard drive
- D** It updates the operating system

Explanation: Malware (malicious software) is designed to harm the computer. It can consume system resources (slowing it down) or steal sensitive information.

Q45 Why is regular maintenance important for system performance?

- A** It prevents the computer from ever breaking
- B** It ensures continued proper performance and security ✓
- C** It guarantees free internet
- D** It makes the computer run hotter

Explanation: Regular maintenance, such as cleaning files, updating software, and running antivirus scans, keeps the system running efficiently and securely over time.

Section 6: Data Management and Backups

Q46 What does "Data Management" involve?

- A Deleting all files
- B Storing and organizing data so it is easy to find and use** ✓
- C Hiding files in folders
- D Compressing files into one

Explanation: Data management involves organizing and storing data in a way that makes it readily available, accurate, and easy to use when needed.

Q47 How often should you back up your data?

- A** Never
- B** Only once a year
- C** Regularly (routinely) ✓
- D** Only when the computer breaks

Explanation: Regular backups are essential. Backing up data routinely ensures that if data is lost, damaged, or compromised, it can be recovered.

Q48 What is a common method for backing up data physically?

- A** Using external hard drives or USB flash drives ✓
- B** Saving it to the desktop
- C** Printing it out
- D** Emailing it to yourself

Explanation: External hard drives and USB flash drives provide a physical copy of your data that can be stored safely away from the computer.

Q49

Which of the following is an example of a Cloud Storage solution?

A USB Flash Drive

B Google Drive or Dropbox



C Internal Hard Drive

D DVD

Explanation: Cloud storage (like Google Drive, Dropbox, or OneDrive) stores your data online, allowing you to access it from anywhere with an internet connection.

Q50

What is the benefit of moving large files (like videos) to an external storage device?

A It makes the videos play faster

B It frees up space on your computer's internal drive



C It deletes the videos permanently

D It upgrades the computer's RAM

Explanation: Moving large files to external storage or the cloud frees up gigabytes of space on your main internal drive, which can improve overall computer performance.

Q51

According to the "Did You Know?" section, what percentage of people have never backed up their data?

A 10%

B 30%

C 60%



D 90%

Explanation: It is estimated that 60% of people have never backed up their data. Regular backups protect against data loss from hardware failures, accidental deletions, or malware attacks.

Q52 What is the first step in managing storage space?

A Buy a new computer

B Deleting unnecessary files and old downloads ✓

C Installing more software

D Ignoring the issue

Explanation: To manage storage space efficiently, you should regularly review your files and delete those you no longer need, such as old documents, downloaded files, and temporary files.

Section 7: Using Resources for Troubleshooting

Q53 What are "Built-in Help Features"?

A Features that come with the operating system to provide solutions to common problems



B Features that require a paid subscription

C External websites

D Hardware tools

Explanation: Most operating systems include built-in troubleshooting guides and help features that provide step-by-step solutions for common issues.

Q54

If your printer is not working, what is a good first step using built-in resources?

A Throw the printer away

B Use the built-in troubleshooting guide in your computer's settings



C Buy a new printer

D Ignore the problem

Explanation: Operating systems usually have a dedicated troubleshooting wizard for printers that can automatically diagnose and fix common connection or driver issues.

Q55

Which of the following is a valuable internet resource for troubleshooting complex problems?

- A** Online forums like Stack Exchange and Reddit ✓
- B** Shopping websites
- C** Gaming websites
- D** Social media gossip pages

Explanation: Online forums (like Stack Exchange and Reddit) and tutorial sites (like YouTube) are excellent resources where you can search for specific error messages and find solutions shared by other users.

Q56

If you encounter a software error, what is a smart thing to do online?

- A** Search the exact error message on Google ✓
- B** Post a vague complaint on social media
- C** Ignore it
- D** Download random software

Explanation: Searching the exact error message on Google is a highly effective troubleshooting technique. It often leads to forums where others have encountered and solved the same issue.

Q57

Why are internet resources valuable for troubleshooting?

- A They provide unlimited entertainment
- B They offer a vast database of shared solutions and tutorials** ✓
- C They automatically fix your computer
- D They are always 100% accurate

Explanation: The internet connects you to a global community of users and experts. Their shared experiences, forums, and tutorials provide a wealth of knowledge to help solve complex problems.

Section 8: Assisting Others & Collaboration

Q58

What is the importance of effective communication in troubleshooting?

- A To confuse the user
- B To clearly explain the issue and the steps taken to resolve it** ✓
- C To show off technical jargon
- D To avoid helping others

Explanation: When assisting others, clearly explaining the problem and the troubleshooting steps helps the user understand what went wrong and how it was fixed, empowering them for the future.

Q59

When helping a friend with a software problem, what should you do first?

A Tell them to buy a new computer

B Ask them to describe the error message and the actions taken before the issue occurred



C Ignore their description

D Immediately reinstall Windows

Explanation: Listening to the user's description of the error and the events leading up to it provides critical clues for diagnosing the problem accurately.

Q60

How does collaborating with peers help in troubleshooting?

- A It slows down the process
- B It allows sharing of knowledge and experiences, leading to faster and more effective solutions** ✓
- C It creates more problems
- D It is not helpful

Explanation: Collaboration brings different perspectives and experiences together. Working with classmates, teachers, or IT staff can lead to faster solutions and mutual learning.

Q61

What is a benefit of sharing your troubleshooting knowledge with others?

- A** It builds a collaborative learning environment ✓
- B** It makes you lose your job
- C** It makes the computer slower
- D** It is a waste of time

Explanation: Sharing knowledge (e.g., creating guides or tutorials) reinforces your own skills and builds a collaborative learning environment where everyone can solve problems more efficiently.

Q62

What is the "Cooling and Overheating" warning about?

- A Computers run better when hot
- B High temperatures can reduce a CPU's lifespan by up to 50%** ✓
- C Overheating is not a real issue
- D Cooling systems never fail

Explanation: High temperatures are dangerous for computer components. The text warns that high temperatures can reduce a CPU's lifespan by up to 50%. Proper cooling and regular cleaning significantly extend a computer's life.

Section 9: Comprehensive Review & Scenario-Based Questions

Q63

You press the power button, but your laptop does not turn on. What is the first step you should take?

A Identify the problem



B Establish a theory

C Replace the motherboard

D Document findings

Explanation: The very first step in the systematic troubleshooting process is always to identify the problem. Here, the problem is that the laptop won't turn on.

Q64

You theorize that the laptop isn't turning on because the battery is dead. What is the next logical step?

A Test the theory by plugging in the power cord



B Replace the battery immediately

C Document the issue

D Buy a new laptop

Explanation: After establishing a theory (dead battery), you must test it. Plugging in the power cord is the test to see if the laptop powers on.

Q65

You plug in the laptop and it turns on. What does this confirm?

A The motherboard is broken

B The theory (dead battery) was correct



C The hard drive failed

D The RAM is faulty

Explanation: Since the laptop turned on when plugged in, it confirms that the battery was indeed the issue (the probable cause was correct).

Q66

Your plan of action is to replace the battery. What step comes next?

- A Verify full system functionality
- B Implement the solution**
- C Document findings
- D Identify the problem



Explanation: You have established the plan (replace the battery). The next step is to implement it (buy and install the new battery).

Q67

You replace the battery and verify that the laptop now works without being plugged in. What is the final step?

- A Document findings**
- B Start over
- C Establish a new theory
- D Ignore the user



Explanation: Once the solution is verified, the final step is to document everything—the problem, the cause, the solution, and the outcome—for future reference.

Q68

An application is frozen on your screen. Which keys should you press to open Task Manager?

A Ctrl + C

B Ctrl + Alt + Delete



C Alt + F4

D Windows + L

Explanation: Pressing Ctrl + Alt + Delete opens the security options screen, from which you can launch the Task Manager to end the frozen task.

Q69

Your mouse suddenly stops working. You check the connection and it is secure. What should you try next?

A

Unplug and replug the mouse, or update its drivers



B

Throw the mouse away

C

Reinstall Windows

D

Buy a new computer

Explanation: If the physical connection is secure, the next troubleshooting steps for an unresponsive peripheral are to unplug/replug it to reset it, or update the device drivers.

Q70

Your computer's fan is very loud, and the computer feels hot. What is the likely issue?

- A RAM failure
- B Overheating**
- C Hard drive failure
- D Software conflict



Explanation: Loud fans and a hot computer case are classic signs of overheating. The fan is working hard to cool down the components.

Q71

What is the recommended solution for an overheating computer?

- A Place it in a confined space
- B Ensure proper ventilation and clean the vents/fans**
- C Run more demanding programs
- D Cover it with a cloth



Explanation: To fix overheating, ensure the computer is in a well-ventilated area and clean out any dust from the fans and vents to improve airflow.

Q72

Your computer frequently crashes with a Blue Screen of Death (BSOD). Which component is most likely failing?

A The monitor

B The RAM



C The keyboard

D The printer

Explanation: Frequent system crashes and BSODs are common symptoms of RAM failure. You should run a memory diagnostic tool like MemTest86.

Q73

Your hard drive is making a strange clicking noise. What should you do immediately?

A Ignore it

B Back up your data



C Defragment the drive

D Run a virus scan

Explanation: Clicking noises indicate imminent hard drive failure. The most critical step is to back up your data immediately before the drive completely fails.

Q74

You want to upgrade your computer's RAM to improve multitasking. What must you check first?

- A The size of the monitor
- B The type and maximum capacity supported by the motherboard**
- C The color of the RAM slots
- D The speed of your internet



Explanation: Compatibility is key. You must verify what type of RAM (e.g., DDR4, DDR5) and the maximum amount your motherboard supports before buying new RAM.

Q75

You receive an email claiming to be from your bank asking for your password. What is this an example of?

A A software update

B A security threat (Phishing)



C A hardware failure

D A data backup

Explanation: This is a security threat (specifically phishing). You should never click links or provide passwords in response to unsolicited emails. Use strong passwords and update your OS to protect against such threats.

Q76

Why is it risky to use the same password for all your accounts?

- A It is easier to remember
- B If one account is hacked, all your accounts are compromised** ✓
- C It makes the computer run slower
- D It is not risky at all

Explanation: Using the same password means a single data breach can give hackers access to all your accounts. Creating unique, strong passwords for each account is a critical security practice.

Q77

You are running out of space on your C: drive. What is the best first step?

A

Delete unnecessary files and empty the recycle bin



B

Buy a new computer

C

Reinstall Windows

D

Ignore the warning

Explanation: Managing storage space starts with deleting files you no longer need. This frees up space and improves performance.

Q78

You want to ensure your important documents are safe if your hard drive fails. What should you do?

A Save them to a USB drive and keep it plugged in

B **Back them up to an external drive or cloud storage**



C Print them out

D Email them to yourself

Explanation: Backing up data to external drives or cloud storage ensures that even if your internal hard drive fails, you have a safe, accessible copy of your important files.

Q79

Your printer stops working. You don't know how to fix it. Where should you look for built-in help?

A The printer's manual only

B The computer's operating system settings/troubleshooting guide



C Ask a friend

D Buy a new printer

Explanation: Operating systems have built-in help features and troubleshooters. Searching the OS settings for printer troubleshooting is an excellent first step.

Q80

You see an error code "0x0000001" on your screen. What is the best internet resource to search for this?

A A shopping website

B Google or a tech forum like Stack Exchange



C A social media site

D A news website

Explanation: Searching the exact error code on Google or tech forums is the fastest way to find solutions from other users who have encountered the same issue.

Q81

You fixed a complex software issue for your friend. How can you help them understand what happened?

- A** Use complex technical jargon
- B** Clearly explain the issue and the steps taken to resolve it ✓
- C** Tell them it's too complicated to understand
- D** Ignore their questions

Explanation: Effective communication is key. Explaining the issue and solution clearly helps the user learn and empowers them to handle similar issues in the future.

Q82

What is the main benefit of collaborating with peers to solve a computer problem?

- A It takes longer
- B It brings different perspectives and knowledge together for a faster solution
- C It creates confusion
- D It is not allowed in school



Explanation: Collaboration combines the knowledge and experience of multiple people, leading to faster, more effective troubleshooting and a collaborative learning environment.

Q83

You write a step-by-step guide on how to fix a common software issue and share it with your classmates. What is this an example of?

- A Wasting time
- B Sharing troubleshooting knowledge** ✓
- C Showing off
- D Creating a security threat

Explanation: Creating guides and sharing your troubleshooting experiences helps others learn and builds a collaborative learning environment, which is a valuable skill.

Q84

The textbook compares troubleshooting to being a detective. What does this mean?

- A You need a magnifying glass
- B You solve tech problems by following clues and gathering evidence** ✓
- C You need to wear a uniform
- D You need to interrogate the computer

Explanation: Just like a detective solves mysteries by gathering evidence and following clues, a troubleshooter identifies problems by gathering information, forming theories, and testing them until the root cause is found.

Q85

What is the overarching goal of learning system troubleshooting?

A To become a computer programmer

B To keep computing systems running smoothly and efficiently ✓

C To build a new computer from scratch

D To learn how to use the internet

Explanation: The ultimate goal of troubleshooting is to maintain the reliability, security, and efficiency of computer systems, ensuring they operate smoothly and preventing downtime and data loss.



Well Done!

You have completed all 85 MCQs

Chapter 04: System Troubleshooting
Keep practising, keep troubleshooting,
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